



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center



WINTER 2023

In This Issue

- A message from our CNO
- Announcements
- Mahoney REIGN Student Nurse Externship Program 2023
- DPH SAFE System
- ZSFG FY21-22 Employee Recognition by the Health Commission

- Relationship-Centered Communication for Charge RNs and Preceptors
- Hearts in SF 2023
- Employee Assistance Program
- RN Reassignments



A MESSAGE FROM OUR CNO:

Hi Team,



As we move into 2023, our third year in the COVID-19 pandemic, I am filled with gratitude for all of the amazing work done by ALL of DPH and especially those of you at ZSFG. I am constantly reminded of how you have made ZSFG awesome with clinical care, compassion, innovation and being YOU!!

As you know my deployment has lasted a lot longer than anticipated. Although I am sad not to be with you all day to day, I feel that I am contributing to DPH and LHH from all I have learned from ZSFG. ZSFG is my "True North." I am imparting the expertise and many workflows from ZSFG to advance LHH on their journey to recertification.

The lessons learned during this deployment are great, and it shows that DPH is grounded in a mission to care for ALL patients, whether it be at ZSFG, Primary Care, LHH, the jails or any of the other care areas. I am proud to be an RN within DPH!

I continue to show appreciation for Gillian Otway for her leadership while I am deployed. She is an amazing leader which makes my deployment easier knowing that ZSFG has her at the Nursing helm in my absence.

With gratitude,

Terry Dentoni, MSN, RN, CNL



ANNOUNCEMENTS

- Emma Moore, MS, RN, CPHRM, CPPS was named Director of Regulatory Affairs in the Quality Management Department.
- Margy Hutchison, CNM, has been appointed the Medical Director of 5M/Obstetrics, Midwifery, and Gynecology Clinic.



COMING SOON! MAHONEY REIGN STUDENT NURSE EXTERNSHIP PROGRAM 2023

Mission:

The Mahoney REIGN Student Nurse Externship Program at Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG) provides students from underrepresented races and ethnicities in the profession of nursing with opportunities to:

- Learn more about public health and trauma care
- Develop competencies, clinical skills, and professional confidence
- Establish valuable professional relationships

Program Overview:

To honor the legacy of Mary Eliza Mahoney, the first African American licensed nurse to have graduated from an accredited school of nursing, the ZSFG student nurse externship program strives to Recognize Excellence in Generations of Nursing (REIGN). This program is made possible by the San Francisco General Hospital Foundation through funding from the Equity & Innovation (formerly Hearts) Grants program.



DPH SAFE NEW SAFETY SOFTWARE SYSTEM IS LIVE!

Implemented on January 4, 2023, the existing Unusual Occurrence systems at ZSFG and Ambulatory Care was replaced by the new DPH SAFE (Safety and Feedback Events) System.

The new system is:

- User friendly
- Accessible from the Epic ribbon bar or CHN Homepage
- Confidential
- Offers 30 unique Safety Event templates to choose from
- Can be accessed with Active Directory account or Anonymously
- Allows departments to track and trend event data

Employees who use the Unusual Occurrence systems must complete training as soon as possible if you haven't already. Access the training at SF Learning on the SF Employee Portal. If you have not yet completed the training, please complete it ASAP.

The Quality Management team will be rounding to provide support and answer questions.



**CONGRATULATIONS TO THE EMPLOYEES
RECOGNIZED BY THE HEALTH COMMISSION FOR
FISCAL YEAR 2021-2022**

Behavioral Emergency Response Team (BERT)

- Joan Torres
- Aaron Felker
- Darrin Wilson
- My Nga Nguyen
- Yin Theint
- Darryl Toppin
- Phillip Staley
- Jessica Lopez
- Nicholas San Juan
- Lee Christine Sarmiento
- Mary Ann Cabebe
- Zhenting Yang
- Denisa Lino
- Ericka Mulky
- Paul Gueco
- Brandon Gil
- Julius Laborete
- Poezar Chi
- Mobah Keys
- Sahr McCarthy

DPH Data Migration Team - Information Systems and Health Information Management Services

HIM Team:

- Philip Xiao (Project Lead)
- Johna Mae Artuz
- Raymond Chen
- Katherine Clarino
- Si Ji Li
- Sylvana Tse
- Susan Wong
- Karen O'Donnell
- Jenny Elgarico
- Lea Anguiano
- Crystal Silva
- Ellen Kong

IT Team:

- Shimalatha Bentley
- Lisa Steven
- Stanley Tan
- Quynh (Jeannie) Tang
- Justin Weber

Addiction Care Team (ACT)

- Martha Castellanos-Perez, LVN
- Xenia Guandique, LVN

6M – Children’s Health Center

- Tonia Vega – Acting Nurse Manager
- Dominique Nash – Eligibility Supervisor
- David Gordon – Medical Director Pediatric Urgent Care
- 6M Team

Urgent Care – Vaccine Clinic

DPH Team:

- Brent Lee – Charge Nurse
- Joann Lin – Charge Nurse
- James Geer – Charge Nurse
- Yungmi Kim – Vial Lead
- Josie Yap – RN
- Bill Abrigo – RN
- Sharon Hipolito – RN
- Patrice Stuerenberg – RN
- Flavia Mckleroy – RN
- Aprilmarie Gonzaga – RN
- Annemarie Stone - RN
- Zelynn Tirona – LVN
- Annie Cai – LVN
- Jesar Sardinia – LVN
- Yesenia Rivera – LVN
- Jasmine Catiis – LVN

- Jacqueline Valverde – LVN
- Maurice Jones - LVN
- Nu Nu Wai – LVN
- Margaret Harris – 3M LVN
- Tania Garcia – MEA
- Alejandro Gaitan – 9922 Lead
- Carlos Borrigo – 9922 Lead
- David Landau – 9922
- Caroline Meilak – 9922
- Allen Hom – 9922

UCC Leadership Team:

- Merjo Roca – Nurse Manager
- Amy Lee – Administrative Charge Nurse
- Angel Manaois – Operations Manager
- Ronald Labuguen – Medical Director
- Carmen Liang – Associate Medical Director
- Tanya Lagrimas – Assistant Medical Director



RELATIONSHIP-CENTERED COMMUNICATION FOR CHARGE NURSES AND PRECEPTORS

[Click here for the printable flyer!](#)

Charge Nurses and Preceptors Relationship-Centered Communication Workshop

These past few years have been incredibly challenging for all of us. We appreciate the hard work and leadership that you have exemplified to our colleagues, patients and community.

This highly interactive 6-hour course will give you an opportunity to join your colleagues in building on existing strengths to more consistently achieve effective, efficient and rewarding communication with others, particularly in clinical or team situations that are charged or challenging.

The strategies are appropriate for clinical and interprofessional team communication.

We hope you will join us.

Zuckerberg San Francisco General Hospital is an approved provider by the California Board of Registered Nursing, Provider number 858. This course has been approved for six (6) contact hours.

Dates, Times & Registration:

WHEN: Friday, **February 3, 2023** and Thursday, **April 6, 2023**

9:00 AM – 4:00 PM (with 1 hr. lunch break 1-2pm)

WHERE: ZSFG Medical Library - Building 30- 1st floor

REGISTER:

- <https://rcc20323.eventbrite.com>
- <https://rcc40623.eventbrite.com>

Or Scan the QR Code ---->



Feb 3, 2023



April 6, 2023



SAN FRANCISCO GENERAL HOSPITAL FOUNDATION

The 2023 Hearts in San Francisco sculptures will be on display starting January 25th at the San Francisco Ferry Building!

Additionally, the 2023 Hearts After Dark event will be at San Francisco City Hall on February 9th! Visit <https://sfghf.org/> for more information.

Click [HERE](#) for a printable flyer to share!



2023 Hearts in San Francisco
Sculptures on Display

January 25 - February 28, 2023
San Francisco Ferry Building



SAN FRANCISCO
GENERAL HOSPITAL
FOUNDATION



HEARTS AFTER DARK

February 9, 2023
San Francisco City Hall

8:00 pm Doors Open
*Cocktail Attire

Meet us at the iconic San Francisco City Hall for an evening of immersive art, live performances, dancing, specialty cocktails, and late-night treats—all celebrating the 150-year legacy of Zuckerberg San Francisco General Hospital and Trauma Center.

Hearts After Dark is a night you don't want to miss!



SAN FRANCISCO
GENERAL HOSPITAL
FOUNDATION

[CLICK HERE TO PURCHASE TICKETS TO THE EVENT!](#)



RN REASSIGNMENT PROGRAM

The Reassignment Program at the Department of Public Health was created to gauge the response of current PCS 2320 RN Registered Nurses with regards to reassigning to a different unit.

[Click HERE for details on the reassignment process and current opportunities.](#)





EMPLOYEE ASSISTANCE PROGRAM (EAP)

SFHSS EAP Counselors are available M-F 8:00 - 5:00 for confidential Tele-Counseling & Consultation.

EAP Guidance Resource Counselors are available 24/7 for confidential assessment and referral.

Your mental health is just as important as your physical health. If you think you need help - call. We are here to help you.

(628) 652-4600

***Stress relief, consultation, and counseling for
CCSF Active Employees***

Visit EAP online at sfhss.org/eap & sfhss.org/crediblemind for more resources including your mental health benefits through your health plan.

WE'RE HERE *For You*

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

sfhss.org/eap

[CLICK HERE FOR THE EMPLOYEE ASSISTANCE PROGRAM](#)



HAVE A TOPIC YOU WOULD LIKE INCLUDED? WANT TO CONTRIBUTE
CONTENT FOR A FUTURE NEWSLETTER? AN ANNOUNCEMENT OR SHOUT-
OUT?

CONTACT REANNA MOURGOS (6-6736, REANNA.MOURGOS@SFDPH.ORG)

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